

November 8th, 2005

To the FCC:

I am sending my comments in a desire to express the importance I feel that the FCC needs to monitor the captioning on television.

I do care about quality captions, I am not satisfied with poor or incomplete captions, and I do want the FCC to monitor this.

I strongly encourage the FCC to require networks (broadcast, cable, and satellite) to MONITOR their captions. For example, a large number of the quality problems for captions (both pre-recorded and real time) are due to transmission issues or a failure of the local network company to "pass through" the captions. In most such cases, the captioning company can't do anything about this. To ensure effective quality, the network MUST not only be aware of the captions, but monitor them throughout the broadcast.

A second, related, issue I feel strongly about is the need for the network (broadcast, cable, and satellite) to be easily ACCESSIBLE to the deaf consumer who wants to alert them to problems with captioning. I have experienced frustration when the captions suddenly disappear, and then I can't reach the local provider to tell them to turn the switch that passes the captions. All networks, local and national, MUST be easily - and immediately - accessible for complaints and alerts (right now, they have 45 days to respond!).

I would very much appreciate that the FCC take action to closely monitor captioning and make reporting captioning problems accessible to the consumers.

Thank you.

Sincerely,

Marie Desrosiers